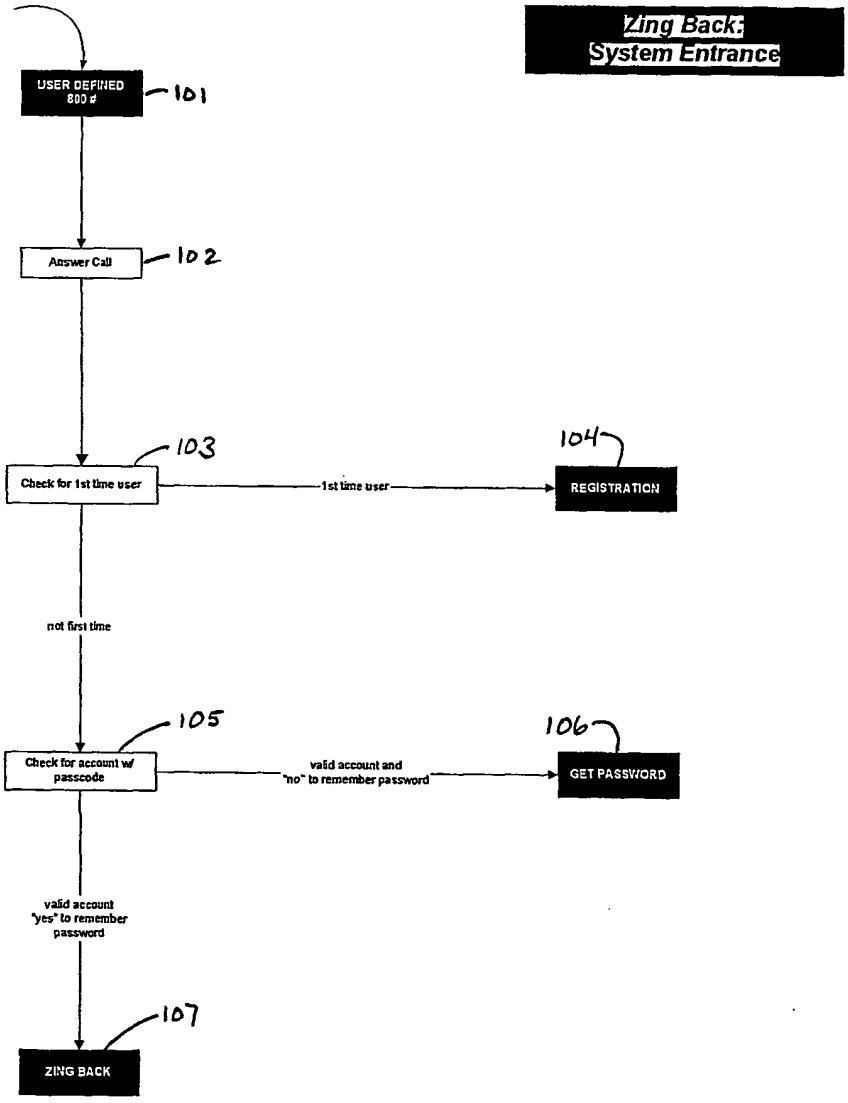

FIGURE 1

BEST AVAILABLE COPY

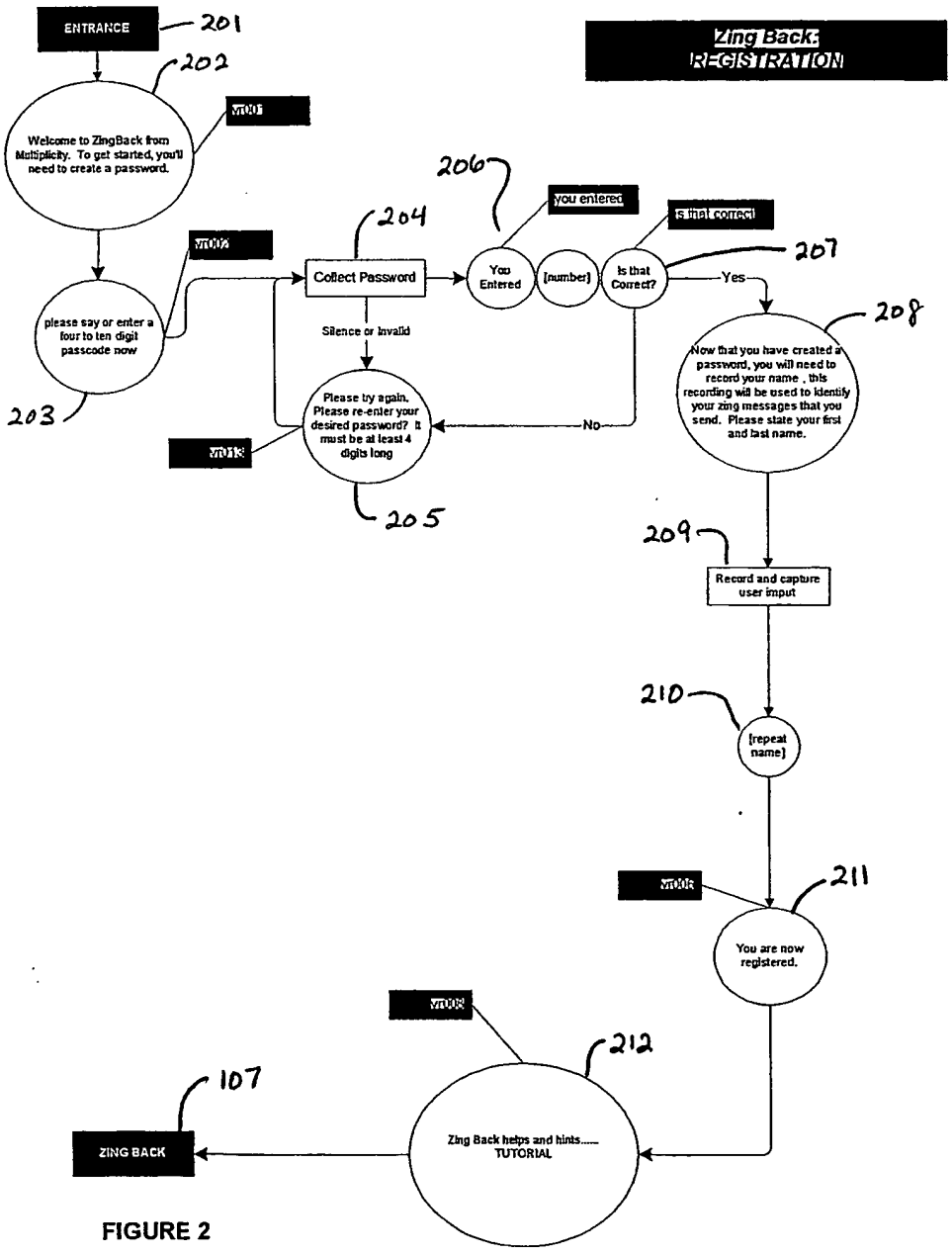
ENTRANCE
201
202
Zing Back: REGISTRATION
Welcome to ZingBack from Multiplicity. To get started, you'll need to create a password.
please say or enter a four to ten digit passcode now
203
Collect Password
204
206
you entered
Is that correct
You Entered
[number]
Is that Correct?
207
Yes
No
Silence or invalid
Please try again. Please re-enter your desired password? It must be at least 4 digits long
205
208
Now that you have created a password, you will need to record your name , this recording will be used to identify your zing messages that you send. Please state your first and last name.
209
Record and capture user input
210
[repeat name]
211
You are now registered.
212
Zing Back helps and hints..... TUTORIAL
107
ZING BACK

FIGURE 2

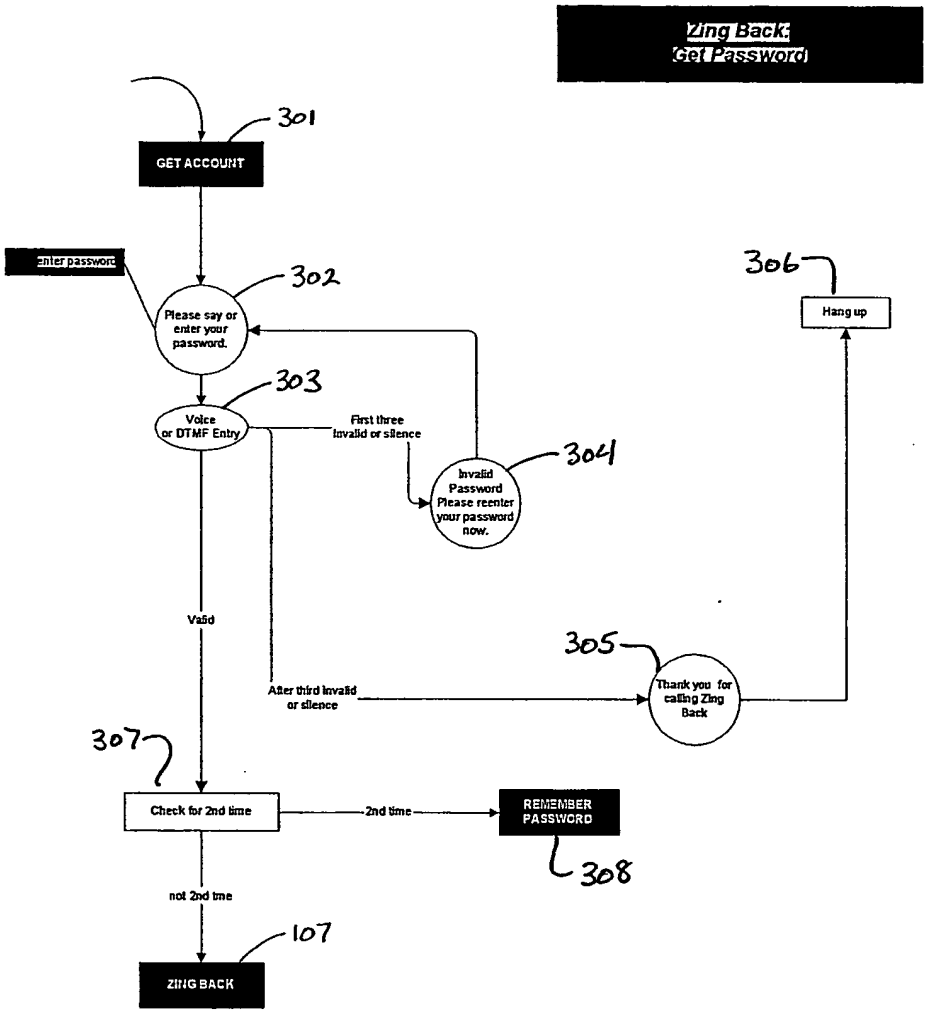
Zing Back:
Get Password
GET ACCOUNT
301
enter password
Please say or enter your password.
302
Voice or DTMF Entry
303
First three invalid or silence
Invalid Password Please reenter your password now.
304
306
Hang up
Valid
After third invalid or silence
305
Thank you for calling Zing Back
307
Check for 2nd time
2nd time
REMEMBER PASSWORD
308
not 2nd time
ZING BACK
107

FIGURE 3

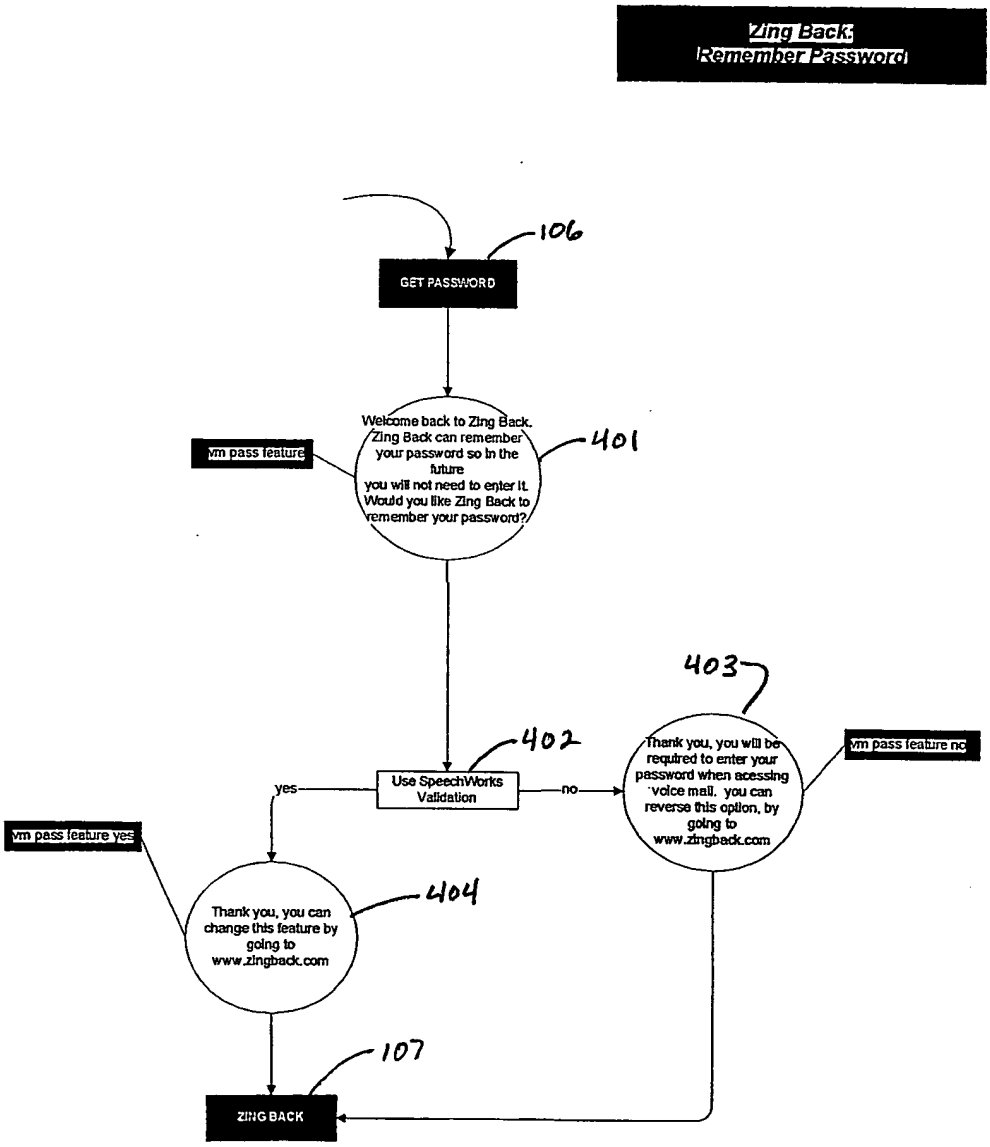
Zing Back:
Remember Password
106
GET PASSWORD
Welcome back to Zing Back. Zing Back can remember your password so in the future you will not need to enter it. Would you like Zing Back to remember your password?
401
vm pass feature
402
Use SpeechWorks Validation
yes
no
403
Thank you, you will be required to enter your password when acessing voice mail. you can reverse this option, by going to www.zingback.com
vm pass feature no
vm pass feature yes
Thank you, you can change this feature by going to www.zingback.com
404
107
ZING BACK

FIGURE 4

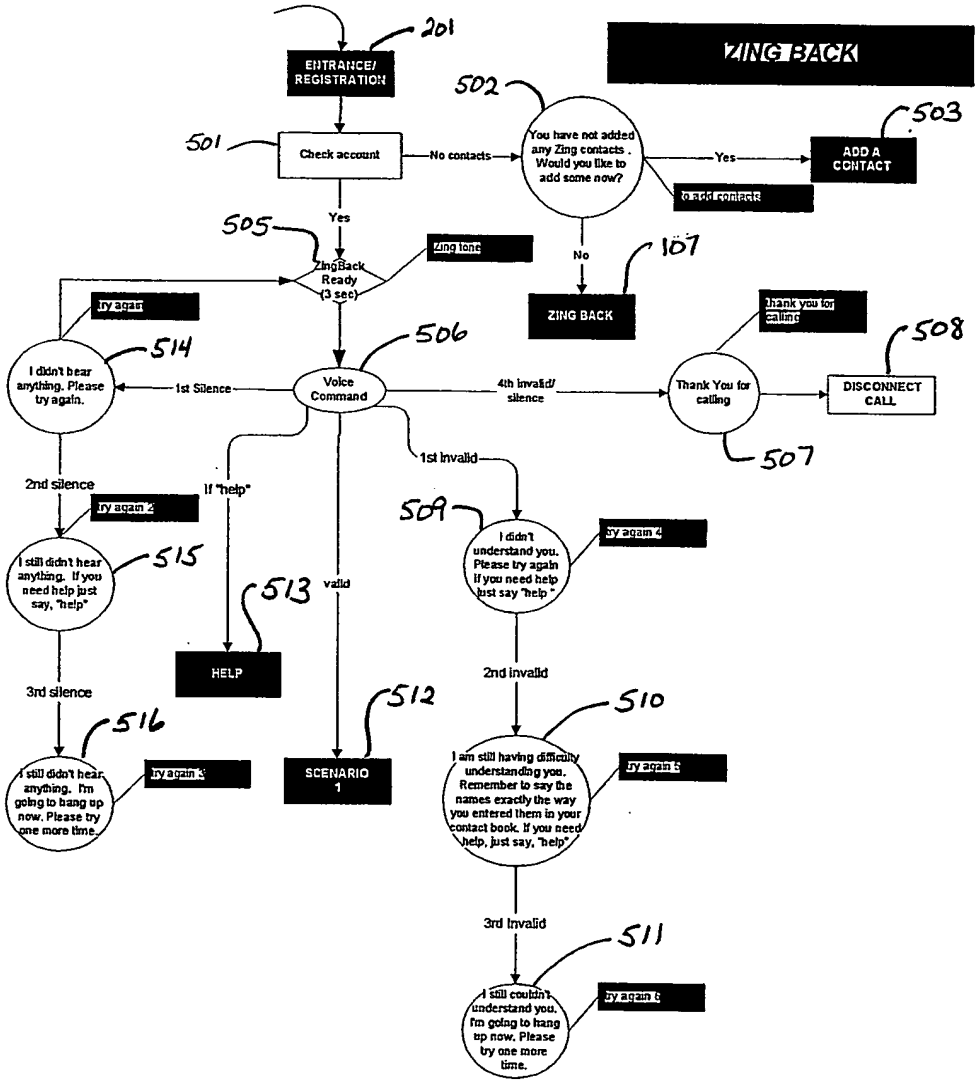
ZING BACK
201
ENTRANCE/ REGISTRATION
501
Check account
No contacts
502
You have not added any Zing contacts . Would you like to add some now?
Yes
503
ADD A CONTACT
Add contacts
Yes
505
ZingBack Ready (3 sec)
Zing tone
No
107
ZING BACK
Try again
514
I didn't hear anything. Please try again.
1st Silence
506
Voice Command
4th invalid/ silence
Thank you for calling
508
Thank You for calling
DISCONNECT CALL
507
2nd silence
Try again 2
If "help"
1st invalid
509
I didn't understand you. Please try again If you need help just say "help "
Try again 4
I still didn't hear anything. If you need help just say, "help"
515
513
valid
HELP
3rd silence
516
I still didn't hear anything. I'm going to hang up now. Please try one more time.
Try again 3
SCENARIO 1
512
2nd invalid
510
I am still having difficulty understanding you. Remember to say the names exactly the way you entered them in your contact book. If you need help, just say, "help"
Try again 5
3rd invalid
511
I still couldn't understand you. I'm going to hang up now. Please try one more time.
Try again 6

FIGURE 5

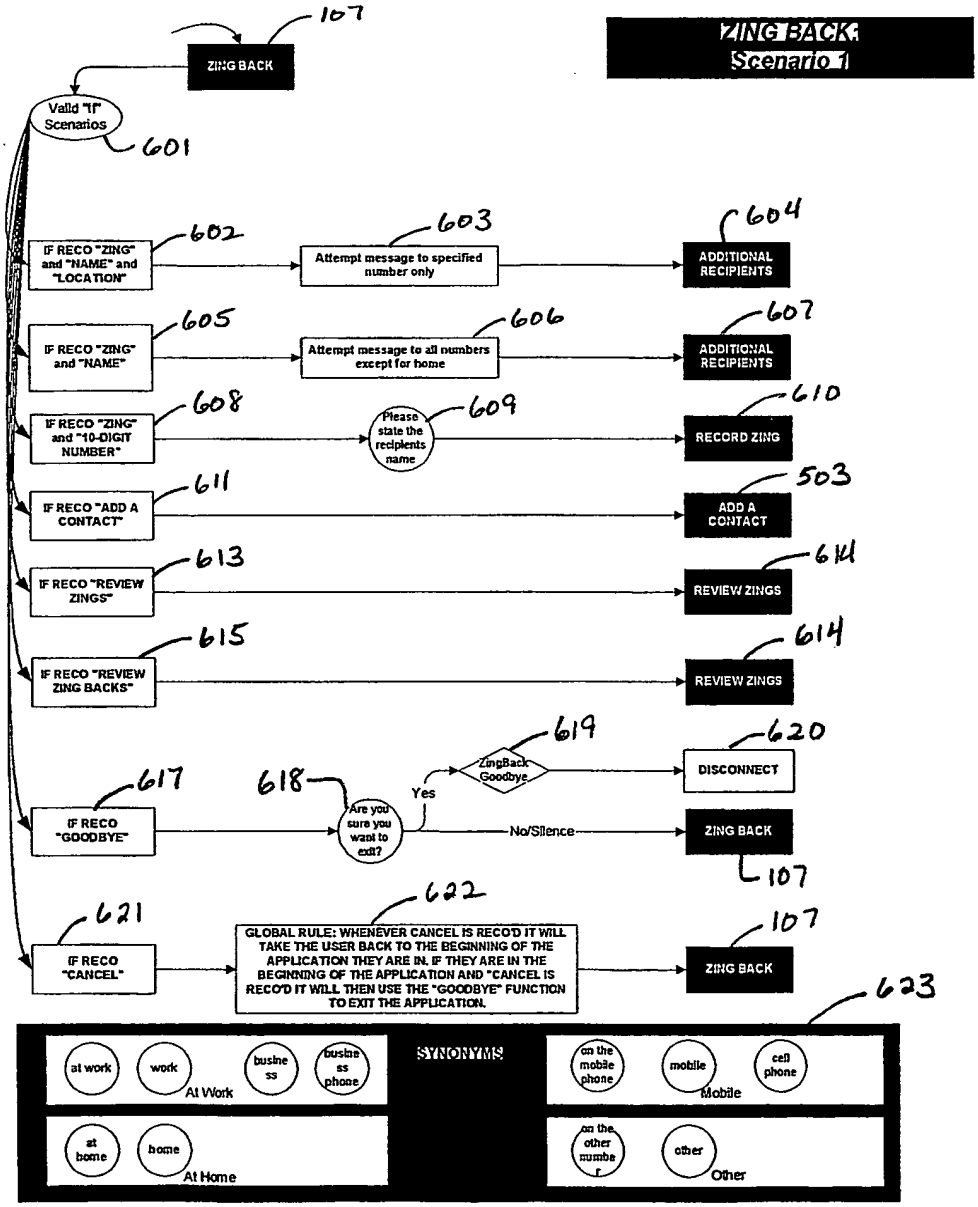
ZING BACK
Scenario 1
107
ZING BACK
Valid "If" Scenarios
601
IF RECO "ZING" and "NAME" and "LOCATION"
602
Attempt message to specified number only
603
ADDITIONAL RECIPIENTS
604
IF RECO "ZING" and "NAME"
605
Attempt message to all numbers except for home
606
ADDITIONAL RECIPIENTS
607
IF RECO "ZING" and "10-DIGIT NUMBER"
608
Please state the recipients name
609
RECORD ZING
610
IF RECO "ADD A CONTACT"
611
ADD A CONTACT
503
IF RECO "REVIEW ZINGS"
613
REVIEW ZINGS
614
IF RECO "REVIEW ZING BACKS"
615
REVIEW ZINGS
614
IF RECO "GOODBYE"
617
Are you sure you want to exit?
618
Yes
ZingBack Goodbye
619
DISCONNECT
620
No/Silence
ZING BACK
107
IF RECO "CANCEL"
621
GLOBAL RULE: WHENEVER CANCEL IS RECO'D IT WILL TAKE THE USER BACK TO THE BEGINNING OF THE APPLICATION THEY ARE IN. IF THEY ARE IN THE BEGINNING OF THE APPLICATION AND "CANCEL IS RECO'D IT WILL THEN USE THE "GOODBYE" FUNCTION TO EXIT THE APPLICATION.
622
ZING BACK
107
SYNONYMS
623
at work
work
busine ss
busine ss phone
At Work
on the mobile phone
mobile
cell phone
Mobile
at home
home
At Home
on the other numbe r
other
Other

FIGURE 6

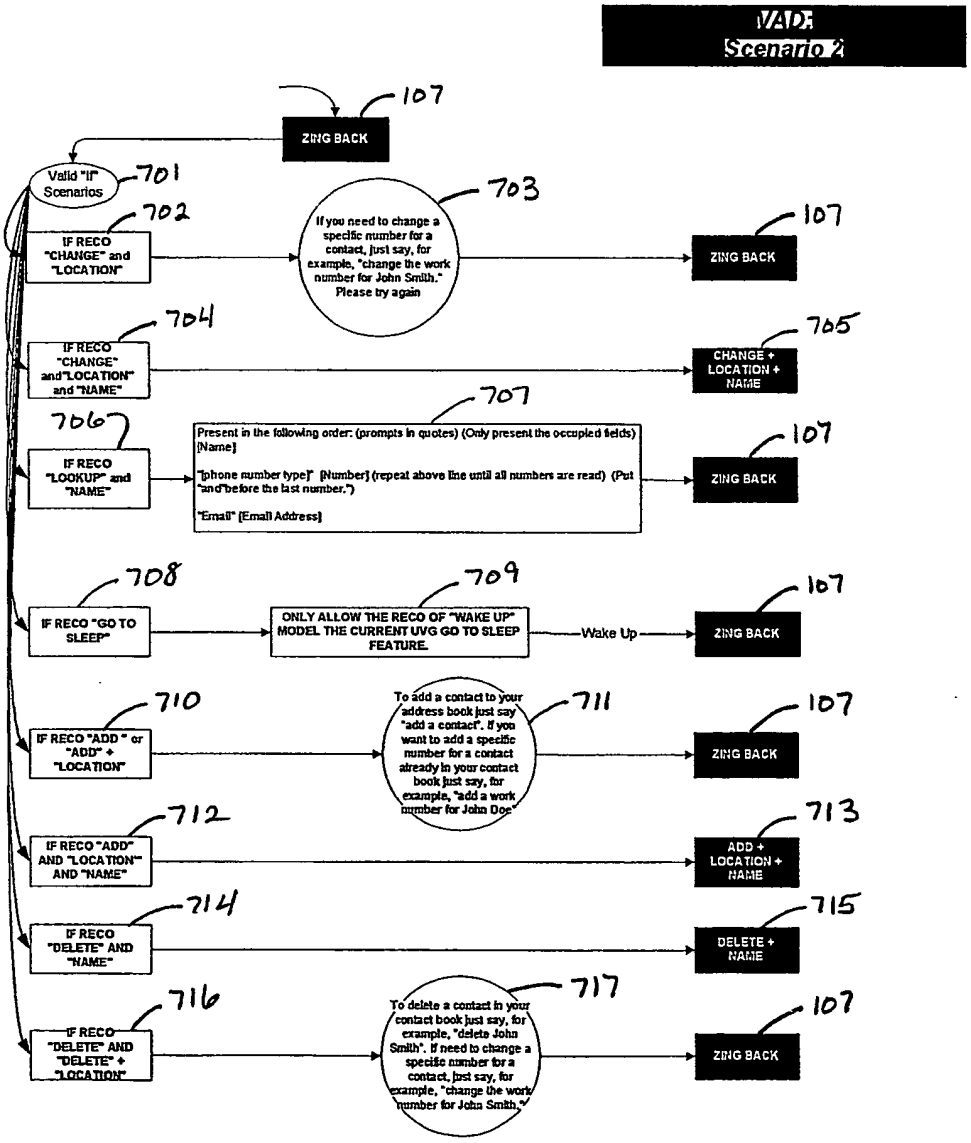
VAD
Scenario 2
ZING BACK
107
Valid "If" Scenarios
701
IF RECO "CHANGE" and "LOCATION"
702
If you need to change a specific number for a contact, just say, for example, "change the work number for John Smith." Please try again
703
ZING BACK
107
IF RECO "CHANGE" and "LOCATION" and "NAME"
704
CHANGE + LOCATION + NAME
705
IF RECO "LOOKUP" and "NAME"
706
Present in the following order: (prompts in quotes) (Only present the occupied fields) [Name]
"[phone number type]" [Number] (repeat above line until all numbers are read) (Put "and" before the last number.)
"Email" [Email Address]
707
ZING BACK
107
IF RECO "GO TO SLEEP"
708
ONLY ALLOW THE RECO OF "WAKE UP" MODEL THE CURRENT UVG GO TO SLEEP FEATURE.
709
Wake Up
ZING BACK
107
IF RECO "ADD " or "ADD" + "LOCATION"
710
To add a contact to your address book just say "add a contact". If you want to add a specific number for a contact already in your contact book just say, for example, "add a work number for John Doe"
711
ZING BACK
107
IF RECO "ADD" AND "LOCATION" AND "NAME"
712
ADD + LOCATION + NAME
713
IF RECO "DELETE" AND "NAME"
714
DELETE + NAME
715
IF RECO "DELETE" AND "DELETE" + "LOCATION"
716
To delete a contact in your contact book just say, for example, "delete John Smith". If need to change a specific number for a contact, just say, for example, "change the work number for John Smith."
717
ZING BACK
107

FIGURE 7

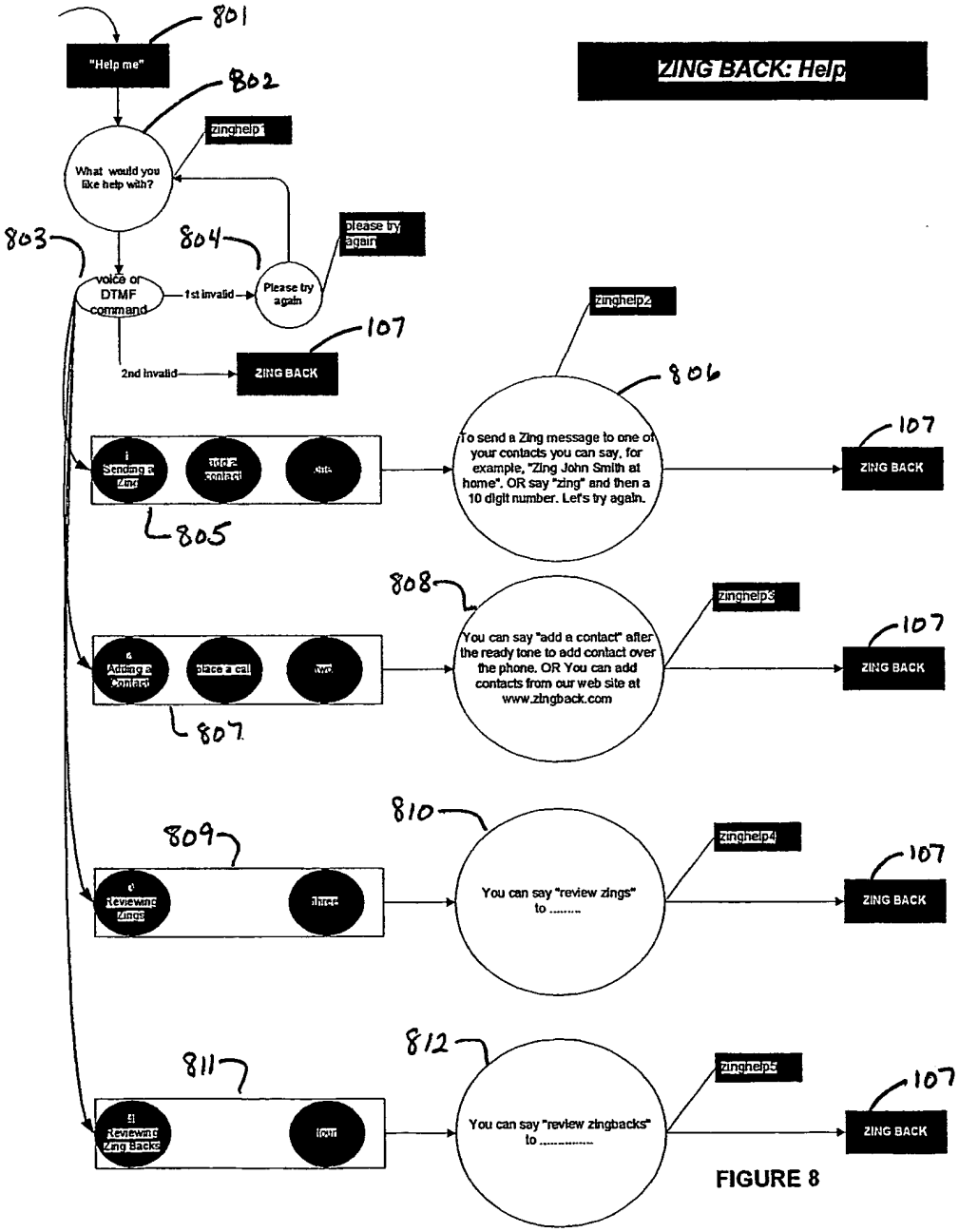
ZING BACK: Help
"Help me"
801
802
What would you like help with?
zinghelp1
803
804
Please try again
voice or DTMF command
1st invalid
Please try again
2nd invalid
107
ZING BACK
zinghelp2
806
To send a Zing message to one of your contacts you can say, for example, "Zing John Smith at home". OR say "zing" and then a 10 digit number. Let's try again.
107
ZING BACK
805
808
zinghelp3
You can say "add a contact" after the ready tone to add contact over the phone. OR You can add contacts from our web site at www.zingback.com
107
ZING BACK
807
809
810
zinghelp4
You can say "review zings" to .....
107
ZING BACK
811
812
zinghelp5
You can say "review zingbacks" to .....
107
ZING BACK

FIGURE 8

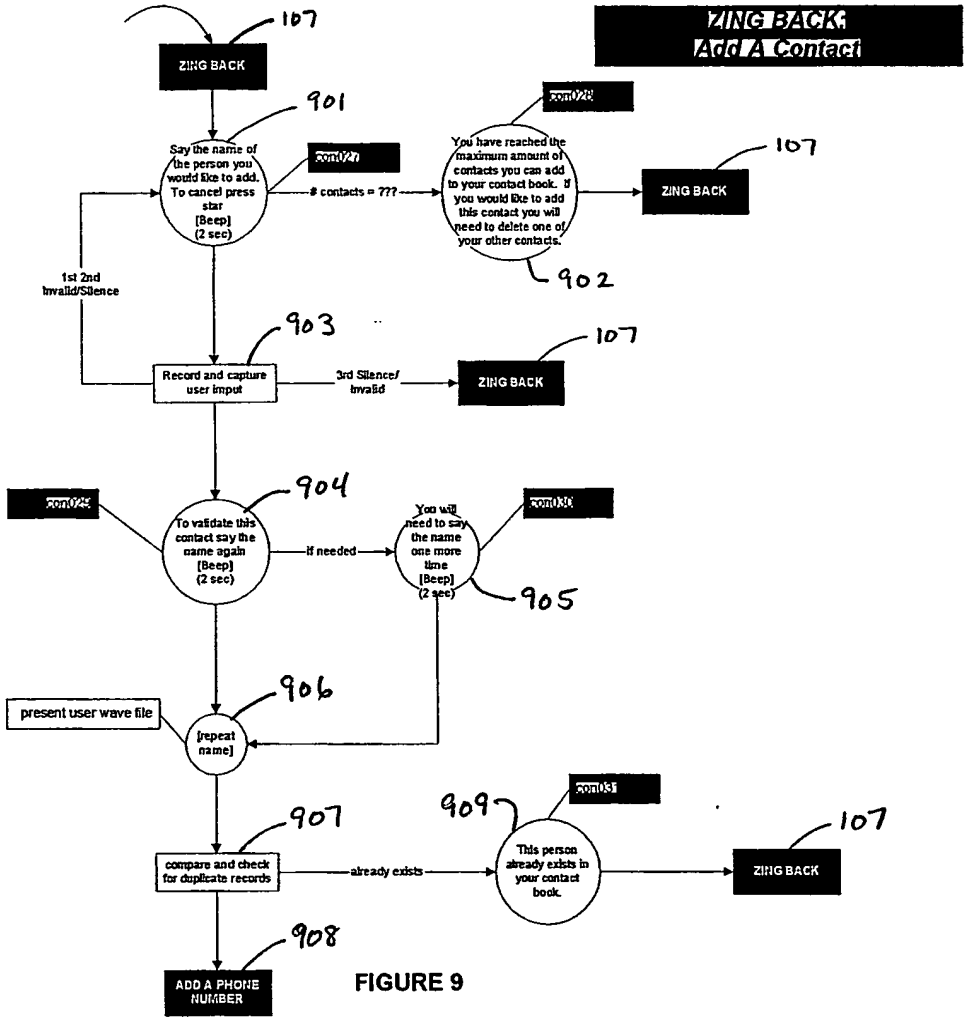
ZING BACK
Add A Contact
107
ZING BACK
901
Say the name of the person you would like to add. To cancel press star [Beep] (2 sec)
cont(2)
# contacts = ???
You have reached the maximum amount of contacts you can add to your contact book. If you would like to add this contact you will need to delete one of your other contacts.
902
ZING BACK
107
1st 2nd Invalid/Silence
903
Record and capture user input
3rd Silence/ Invalid
ZING BACK
107
904
To validate this contact say the name again [Beep] (2 sec)
If needed
You will need to say the name one more time [Beep] (2 sec)
905
present user wave file
906
[repeat name]
907
compare and check for duplicate records
already exists
909
This person already exists in your contact book.
ZING BACK
107
908
ADD A PHONE NUMBER

FIGURE 9

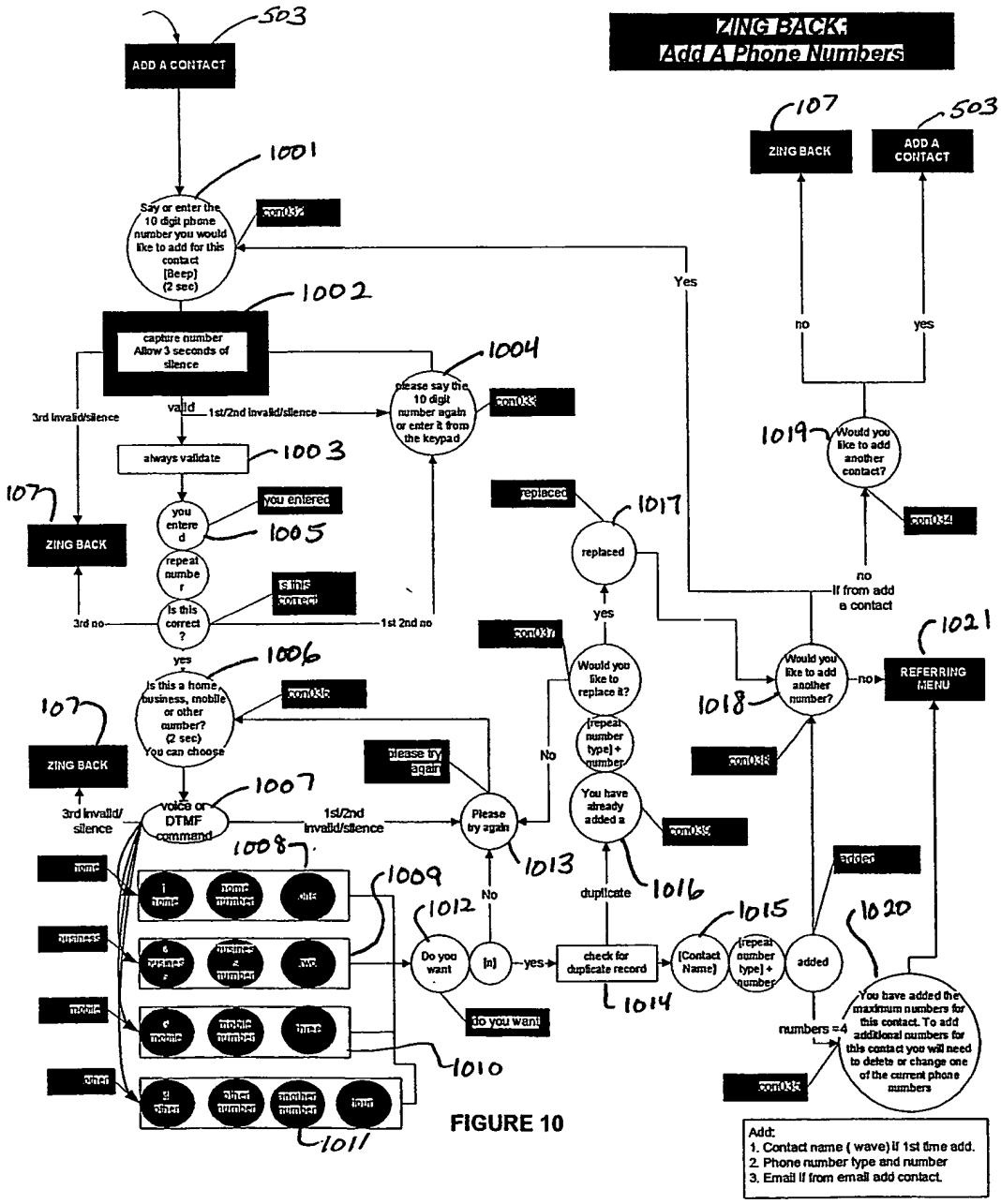
ZING BACK: Add A Phone Numbers
ADD A CONTACT
503
1001
Say or enter the 10 digit phone number you would like to add for this contact [Beep] (2 sec)
1002
capture number Allow 3 seconds of silence
valid
1st/2nd invalid/silence
3rd invalid/silence
1004
please say the 10 digit number again or enter it from the keypad
always validate
1003
ZING BACK
107
you entered
you entered
1005
repeat number
Is this correct ?
3rd no
1st 2nd no
yes
1006
Is this a home, business, mobile or other number? (2 sec) You can choose
ZING BACK
107
3rd invalid/ silence
voice or DTMF command
1007
1st/2nd invalid/silence
please try again
Please try again
No
1013
1008
home
business
mobile
other
1009
1010
1011
1012
Do you want
[n]
yes
No
do you want
check for duplicate record
1014
duplicate
1016
You have already added a
replaced
1017
replaced
yes
Would you like to replace it?
[repeat number type] + number
Yes
no
If from add a contact
Would you like to add another contact?
1019
ZING BACK
107
ADD A CONTACT
503
Would you like to add another number?
1018
no
REFERRING MENU
1021
[Contact Name]
[repeat number type] + number
added
1015
numbers =4
You have added the maximum numbers for this contact. To add additional numbers for this contact you will need to delete or change one of the current phone numbers
1020
Add:
1. Contact name (wave) if 1st time add.
2. Phone number type and number
3. Email if from email add contact.

FIGURE 10

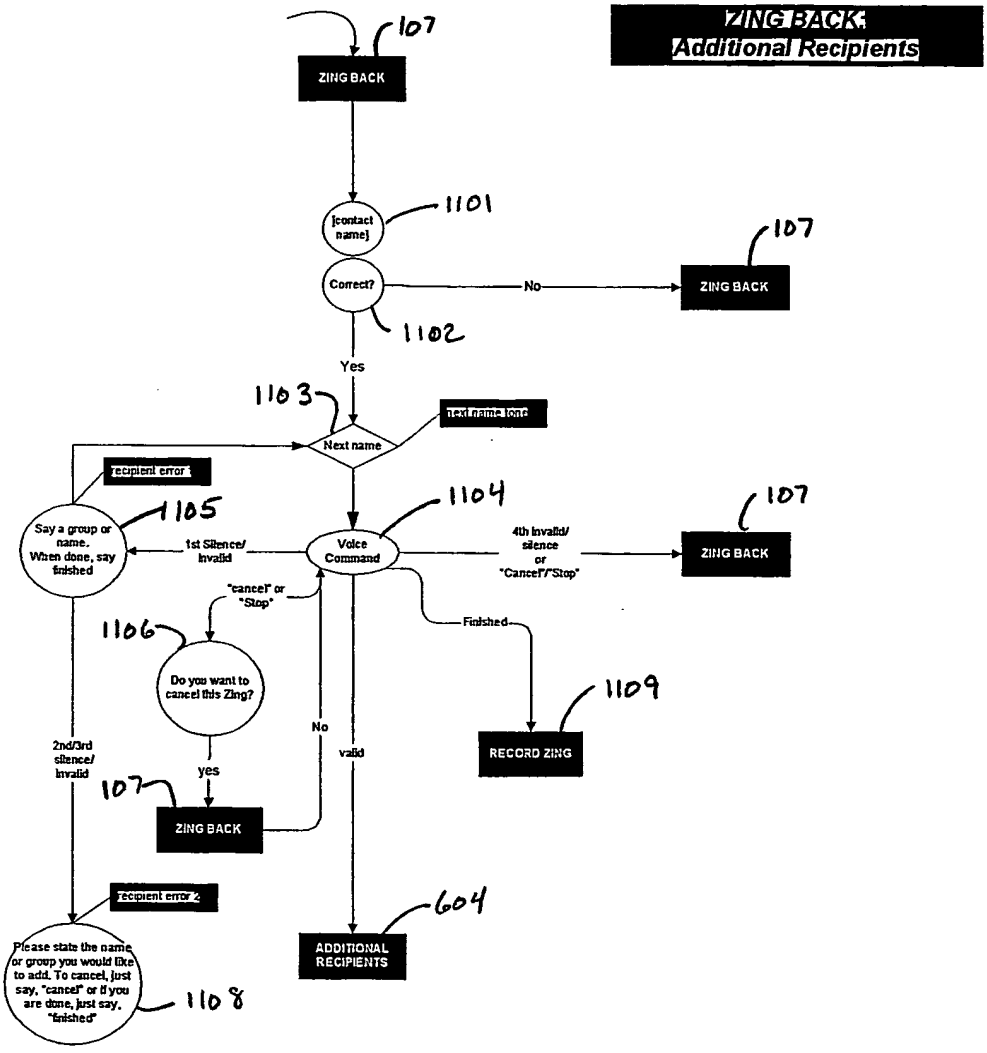
ZING BACK: Additional Recipients
ZING BACK
107
[contact name]
1101
Correct?
No
ZING BACK
107
1102
Yes
1103
Next name
next name long
recipient error 1
Say a group or name. When done, say finished
1105
1st Silence/ Invalid
Voice Command
1104
4th Invalid/ silence or "Cancel"/"Stop"
ZING BACK
107
"cancel" or "Stop"
1106
Do you want to cancel this Zing?
Finished
1109
RECORD ZING
No
yes
2nd/3rd silence/ invalid
107
ZING BACK
valid
recipient error 2
Please state the name or group you would like to add. To cancel, just say, "cancel" or if you are done, just say, "finished"
1108
ADDITIONAL RECIPIENTS
604

FIGURE 11

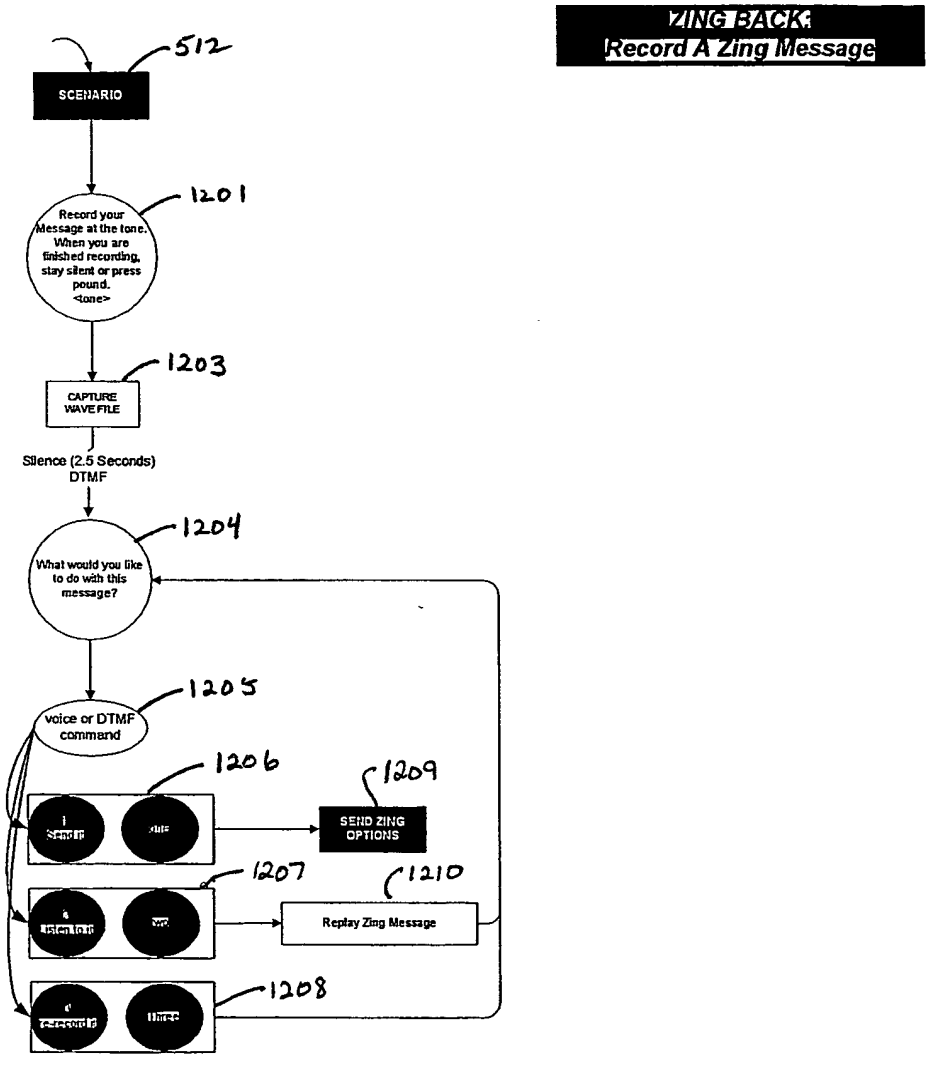
ZING BACK:
Record A Zing Message
512
SCENARIO
1201
Record your Message at the tone. When you are finished recording, stay silent or press pound.
<tone>
1203
CAPTURE WAVE FILE
Silence (2.5 Seconds)
DTMF
1204
What would you like to do with this message?
1205
voice or DTMF command
1206
1209
SEND ZING OPTIONS
1207
1210
Replay Zing Message
1208

FIGURE 12

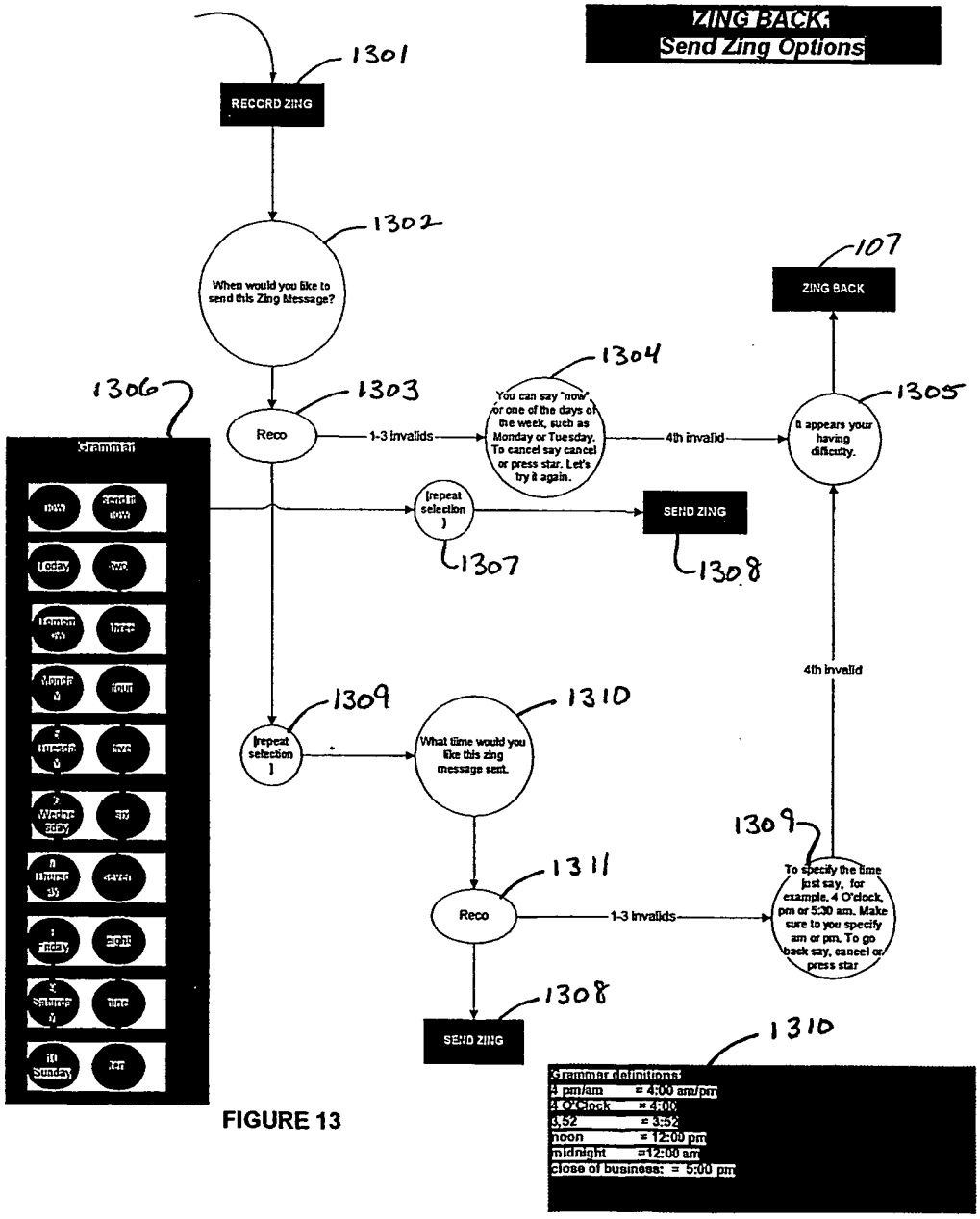
ZING BACK
Send Zing Options
1301
RECORD ZING
1302
When would you like to send this Zing Message?
1303
Reco
1-3 invalids
1304
You can say "now" or one of the days of the week, such as Monday or Tuesday. To cancel say cancel or press star. Let's try it again.
4th invalid
1305
It appears your having difficulty.
107
ZING BACK
1306
Grammar
[repeat selection]
1307
SEND ZING
1308
4th invalid
1309
[repeat selection]
1310
What time would you like this zing message sent.
1311
Reco
1-3 invalids
1309
To specify the time just say, for example, 4 O'clock, pm or 5:30 am. Make sure to you specify am or pm. To go back say, cancel or press star
SEND ZING
1308
1310
Grammar definitions:
4 pm/am = 4:00 am/pm
4 O'Clock = 4:00
3,52 = 3:52
noon = 12:00 pm
midnight =12:00 am
close of business: = 5:00 pm

FIGURE 13

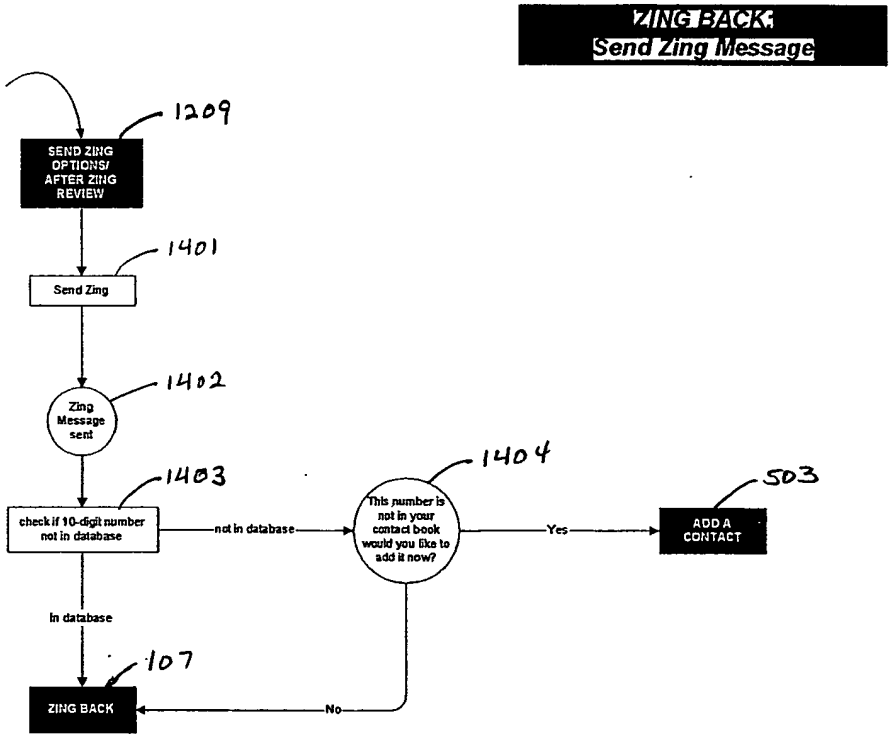
ZING BACK:
Send Zing Message
1209
SEND ZING OPTIONS/ AFTER ZING REVIEW
1401
Send Zing
1402
Zing Message sent
1403
check if 10-digit number not in database
not in database
1404
This number is not in your contact book would you like to add it now?
Yes
503
ADD A CONTACT
In database
107
ZING BACK
No

FIGURE 14

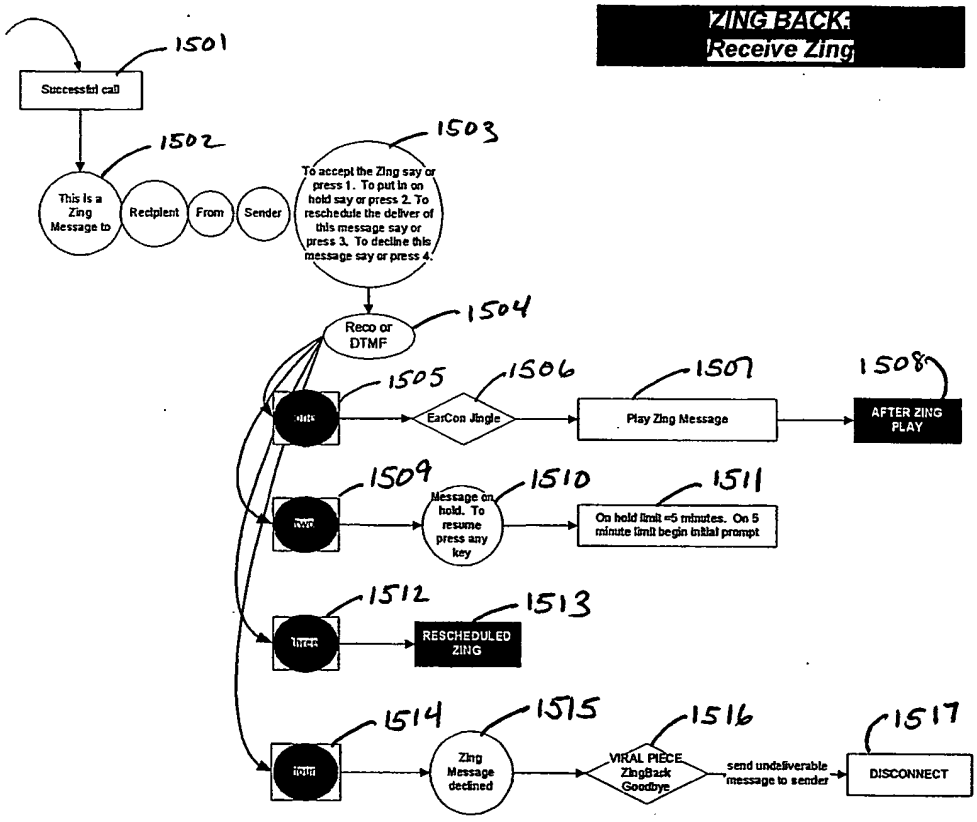
ZING BACK: Receive Zing
1501
Successful call
1502
This is a Zing Message to
Recipient
From
Sender
1503
To accept the Zing say or press 1. To put in on hold say or press 2. To reschedule the deliver of this message say or press 3. To decline this message say or press 4.
1504
Reco or DTMF
1505
1506
EarCon Jingle
1507
Play Zing Message
1508
AFTER ZING PLAY
1509
1510
Message on hold. To resume press any key
1511
On hold limit =5 minutes. On 5 minute limit begin initial prompt
1512
1513
RESCHEDULED ZING
1514
1515
Zing Message declined
1516
VIRAL PIECE ZingBack Goodbye
send undeliverable message to sender
1517
DISCONNECT

FIGURE 15

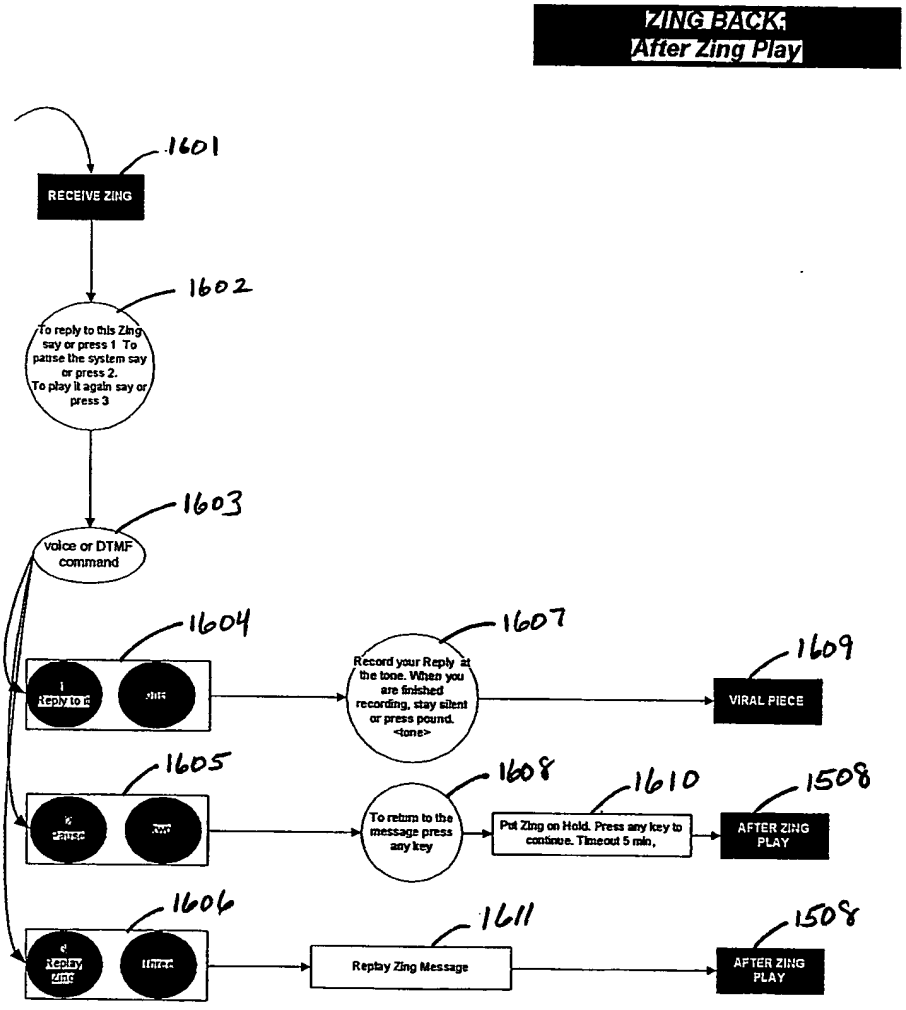
ZING BACK
After Zing Play
1601
RECEIVE ZING
1602
To reply to this Zing say or press 1 To pause the system say or press 2. To play it again say or press 3
1603
voice or DTMF command
1604
1607
Record your Reply at the tone. When you are finished recording, stay silent or press pound. <tone>
1609
VIRAL PIECE
1605
1608
To return to the message press any key
1610
Put Zing on Hold. Press any key to continue. Timeout 5 min.
1508
AFTER ZING PLAY
1606
1611
Replay Zing Message
1508
AFTER ZING PLAY

FIGURE 16

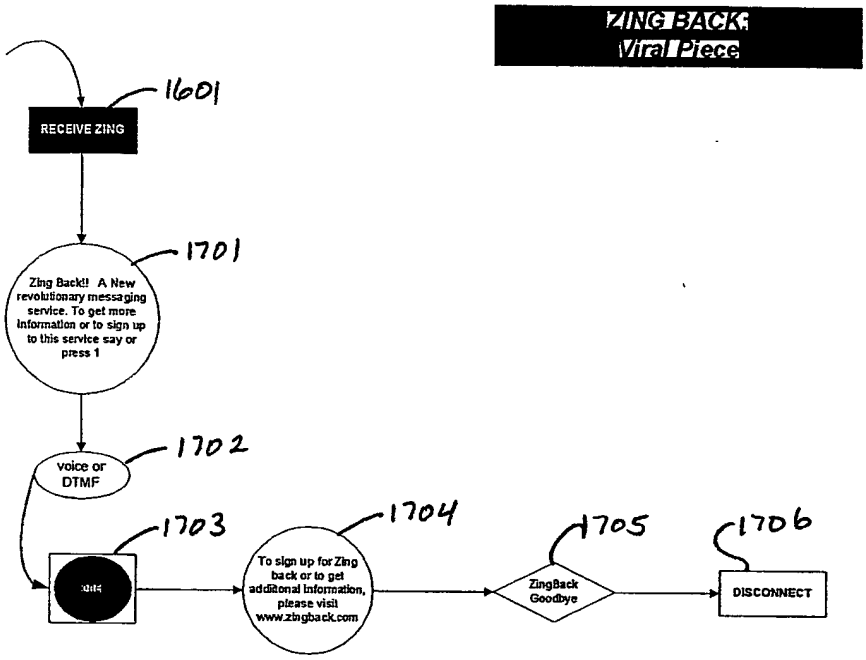
ZING BACK!
Viral Piece
1601
RECEIVE ZING
1701
Zing Back!! A New revolutionary messaging service. To get more information or to sign up to this service say or press 1
1702
voice or DTMF
1703
1704
To sign up for Zing back or to get additional information, please visit www.zingback.com
1705
ZingBack Goodbye
1706
DISCONNECT

FIGURE 17

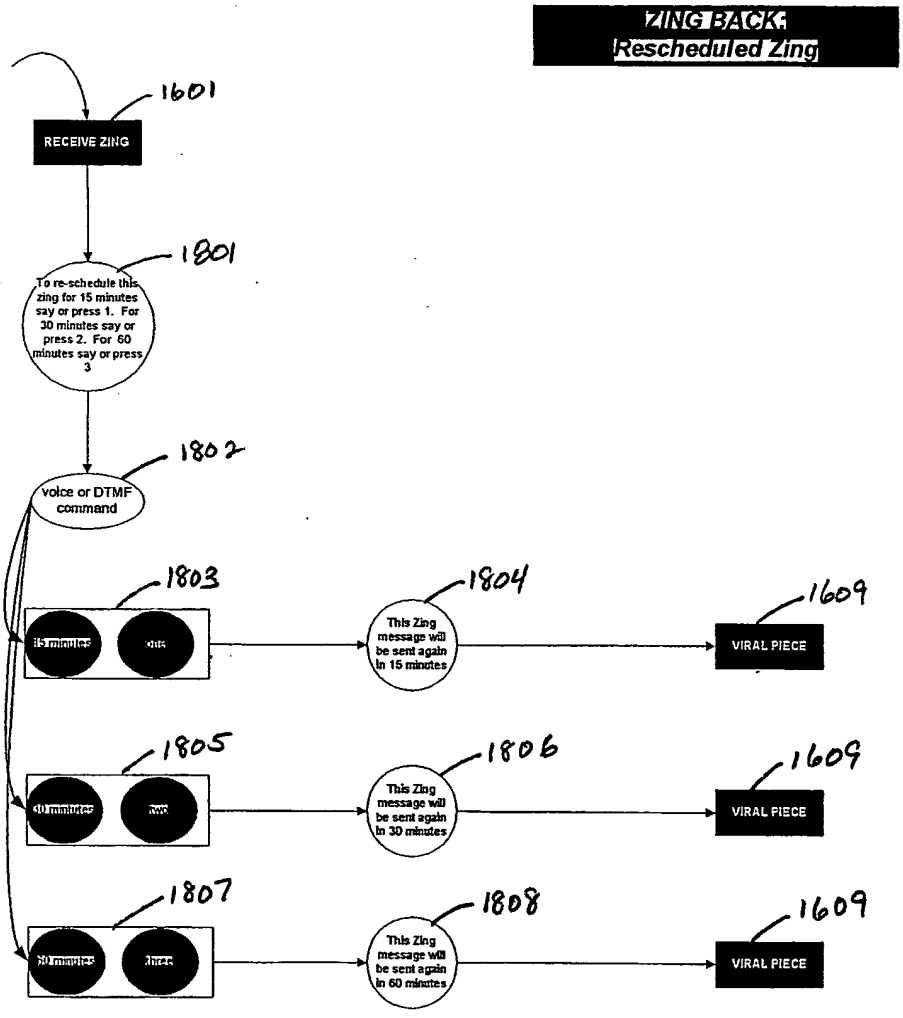
ZING BACK
Rescheduled Zing
1601
RECEIVE ZING
1801
To re-schedule this zing for 15 minutes say or press 1. For 30 minutes say or press 2. For 60 minutes say or press 3
1802
voice or DTMF command
1803
1804
This Zing message will be sent again in 15 minutes
1609
VIRAL PIECE
1805
1806
This Zing message will be sent again in 30 minutes
1609
VIRAL PIECE
1807
1808
This Zing message will be sent again in 60 minutes
1609
VIRAL PIECE

FIGURE 18

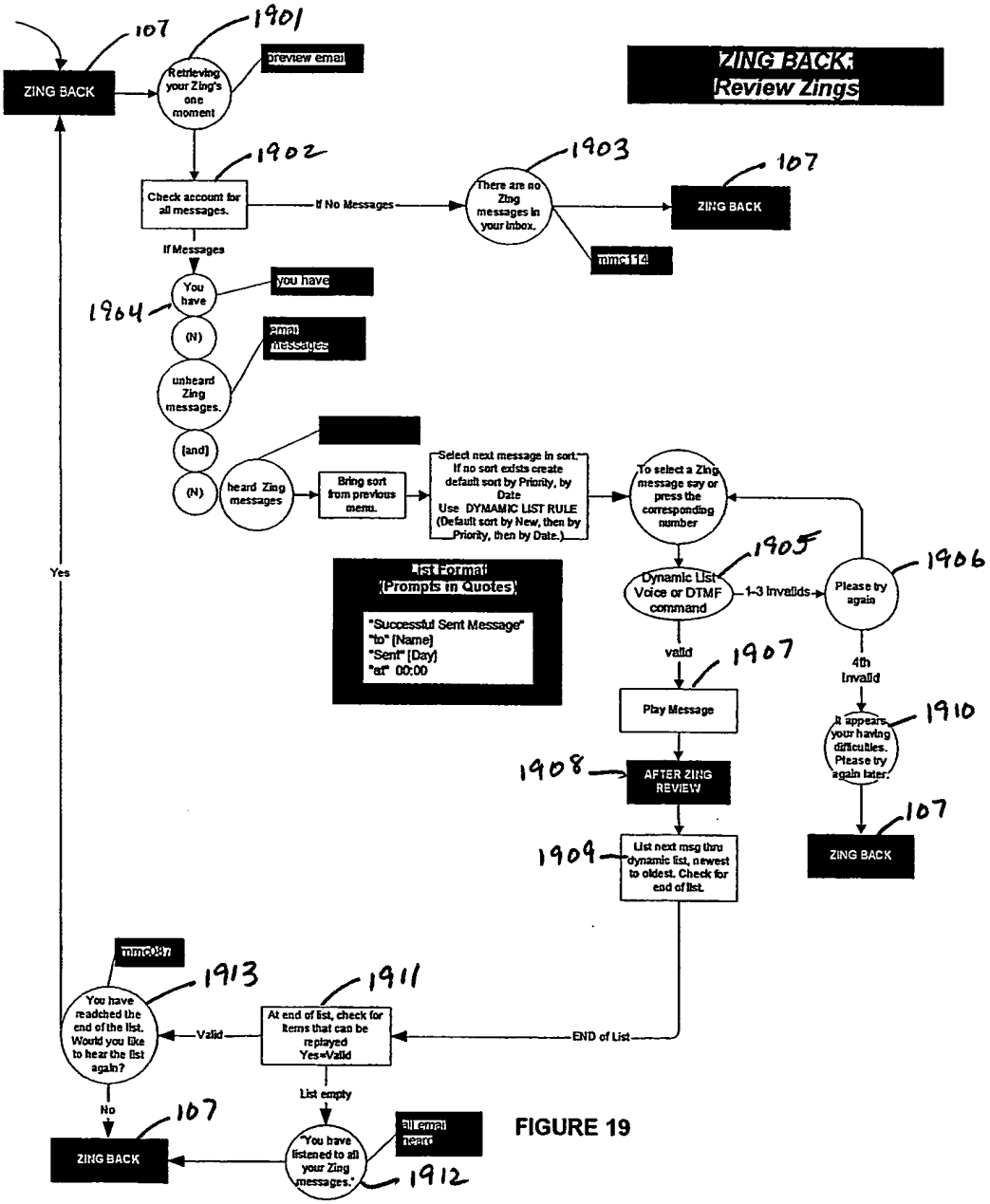
ZING BACK
107
1901
Retrieving your Zing's one moment
preview email
ZING BACK: Review Zings
1902
Check account for all messages.
If No Messages
1903
There are no Zing messages in your inbox.
ZING BACK
107
mmc114
If Messages
You have
1904
(N)
email messages
unheard Zing messages.
(and)
(N)
heard Zing messages
Bring sort from previous menu.
Select next message in sort. If no sort exists create default sort by Priority, by Date
Use DYMAMIC LIST RULE (Default sort by New, then by Priority, then by Date.)
To select a Zing message say or press the corresponding number
List Format (Prompts in Quotes)
"Successful Sent Message"
"to" [Name]
"Sent" [Day]
"at" 00:00
1905
Dynamic List Voice or DTMF command
1-3 Invalids
Please try again
1906
4th Invalid
1910
It appears your having difficulties. Please try again later.
ZING BACK
107
valid
1907
Play Message
1908
AFTER ZING REVIEW
1909
List next msg thru dynamic list, newest to oldest. Check for end of list.
Yes
mmc087
1913
You have reached the end of the list. Would you like to hear the list again?
Valid
1911
At end of list, check for items that can be replayed Yes=Valid
END of List
No
ZING BACK
107
List empty
all email heard
"You have listened to all your Zing messages."
1912

FIGURE 19

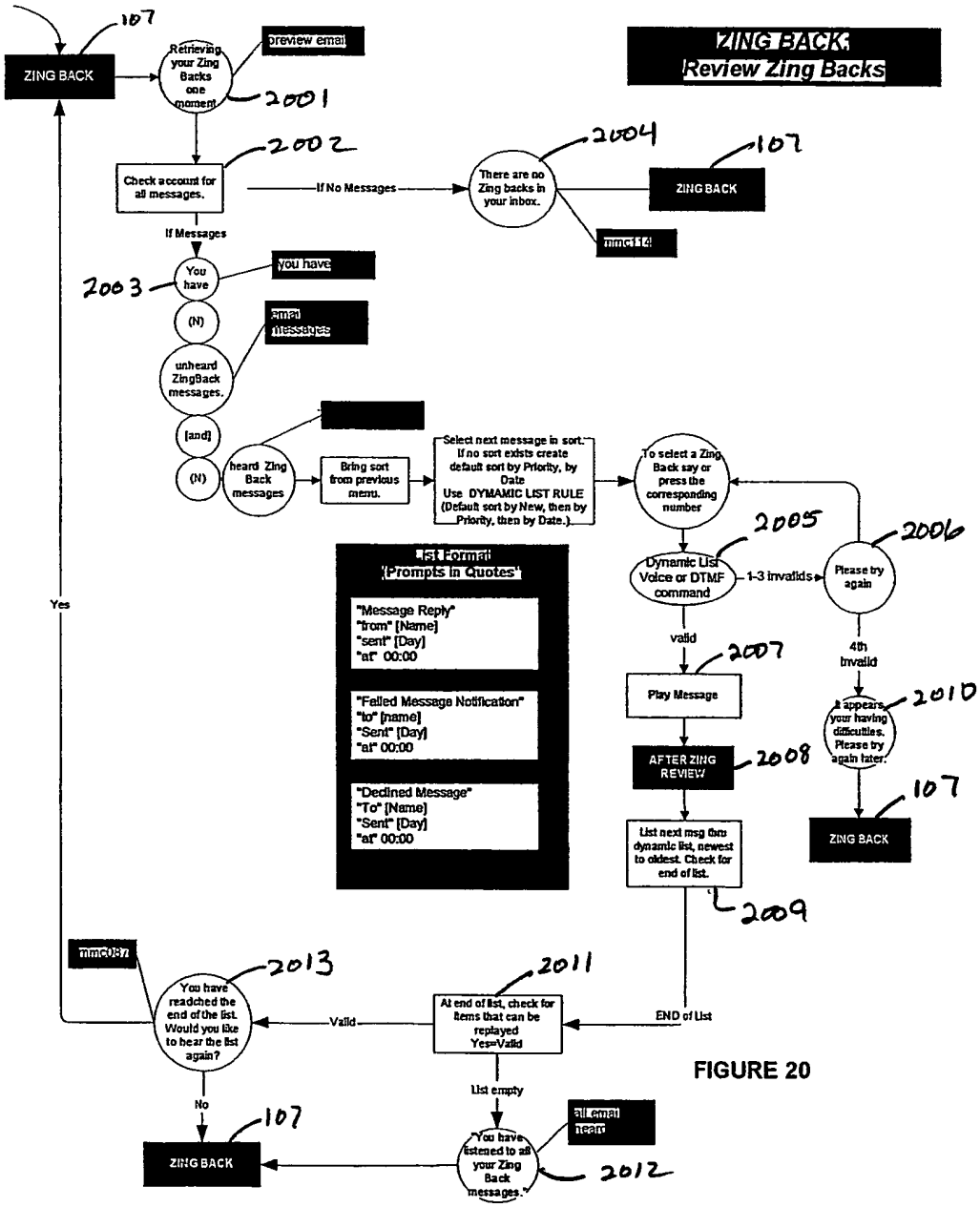
ZING BACK
Review Zing Backs
ZING BACK
Retrieving your Zing Backs one moment
preview email
2001
Check account for all messages.
2002
If No Messages
There are no Zing backs in your inbox.
2004
ZING BACK
107
If Messages
You have
2003
(N)
email messages
unheard ZingBack messages.
[and]
(N)
heard Zing Back messages
Bring sort from previous menu.
Select next message in sort. If no sort exists create default sort by Priority, by Date
Use DYMAMIC LIST RULE (Default sort by New, then by Priority, then by Date.)
To select a Zing Back say or press the corresponding number
2005
Dynamic List Voice or DTMF command
1-3 invalids
Please try again
2006
valid
4th invalid
2007
Play Message
AFTER ZING REVIEW
2008
List next msg from dynamic list, newest to oldest. Check for end of list.
2009
It appears your having difficulties. Please try again later.
2010
ZING BACK
107
List Format
(Prompts in Quotes)
"Message Reply"
"from" [Name]
"sent" [Day]
"at" 00:00
"Failed Message Notification"
"to" [name]
"Sent" [Day]
"at" 00:00
"Declined Message"
"To" [Name]
"Sent" [Day]
"at" 00:00
Yes
END of List
At end of list, check for items that can be replayed Yes=Valid
2011
Valid
You have reached the end of the list. Would you like to hear the list again?
2013
No
ZING BACK
107
List empty
You have listened to all your Zing Back messages.
2012
all email heard

FIGURE 20

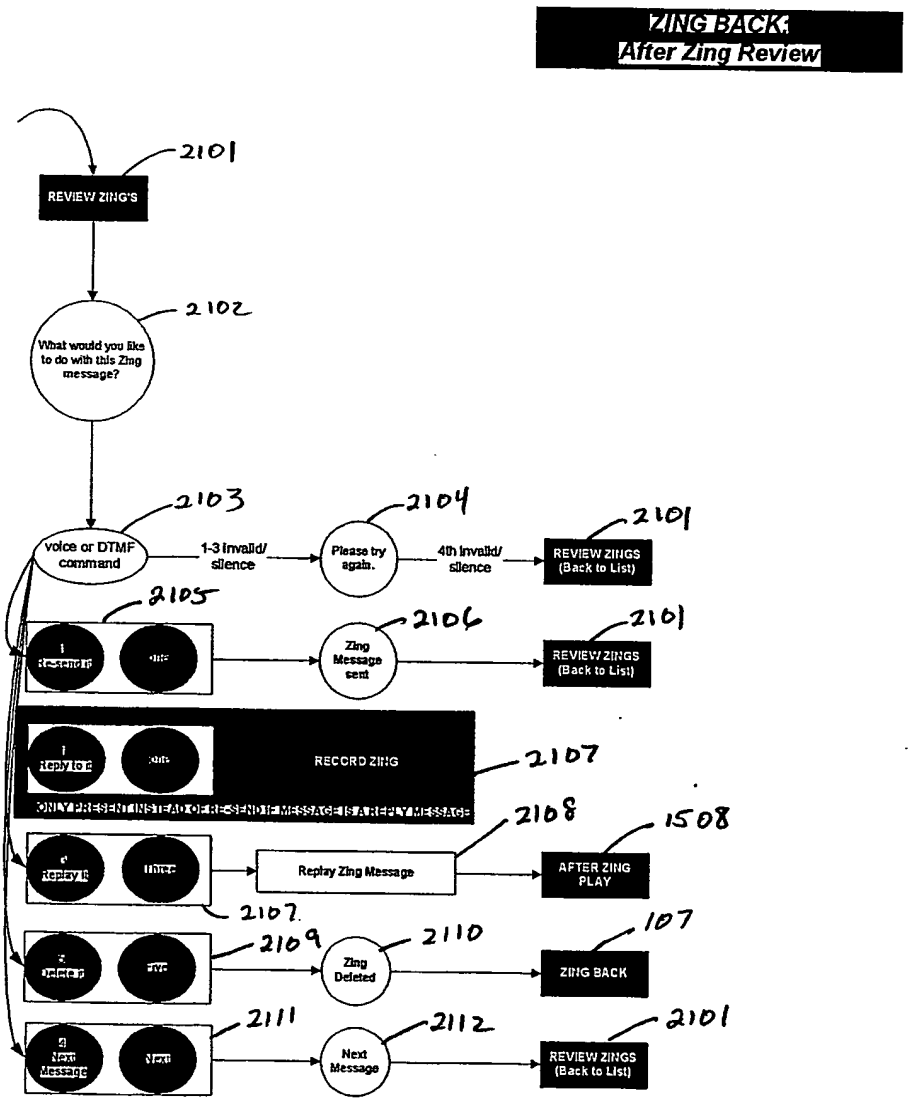
ZING BACK
After Zing Review
2101
REVIEW ZING'S
2102
What would you like to do with this Zing message?
2103
voice or DTMF command
1-3 invalid/ silence
2104
Please try again.
4th invalid/ silence
2101
REVIEW ZINGS (Back to List)
2105
2106
Zing Message sent
2101
REVIEW ZINGS (Back to List)
RECORD ZING
2107
ONLY PRESENT INSTEAD OF RESEND IF MESSAGE IS A REPLY MESSAGE
2108
1508
Replay Zing Message
AFTER ZING PLAY
2107
2109
2110
Zing Deleted
107
ZING BACK
2111
2112
Next Message
2101
REVIEW ZINGS (Back to List)

FIGURE 21

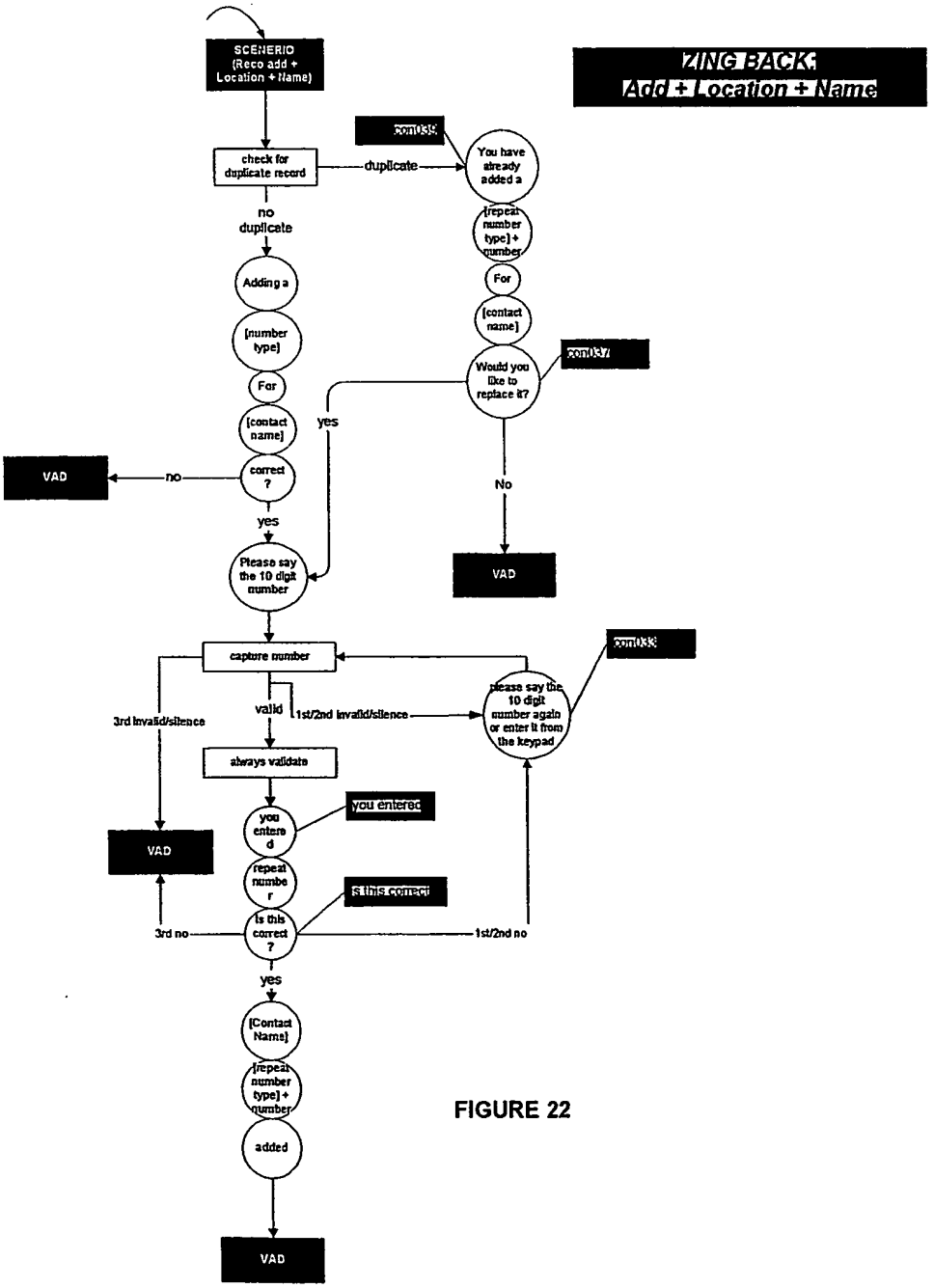
SCENERIO (Reco add + Location + Name)
ZING BACK: Add + Location + Name
check for duplicate record
duplicate
You have already added a
[repeat number type] + number
For
[contact name]
Would you like to replace it?
con037
yes
No
VAD
no duplicate
Adding a
[number type]
For
[contact name]
correct ?
no
VAD
yes
Please say the 10 digit number
capture number
con038
please say the 10 digit number again or enter it from the keypad
3rd invalid/silence
valid
1st/2nd invalid/silence
always validate
you entered
you entered
repeat number
is this correct
Is this correct ?
3rd no
1st/2nd no
VAD
yes
[Contact Name]
[repeat number type] + number
added
VAD

FIGURE 22

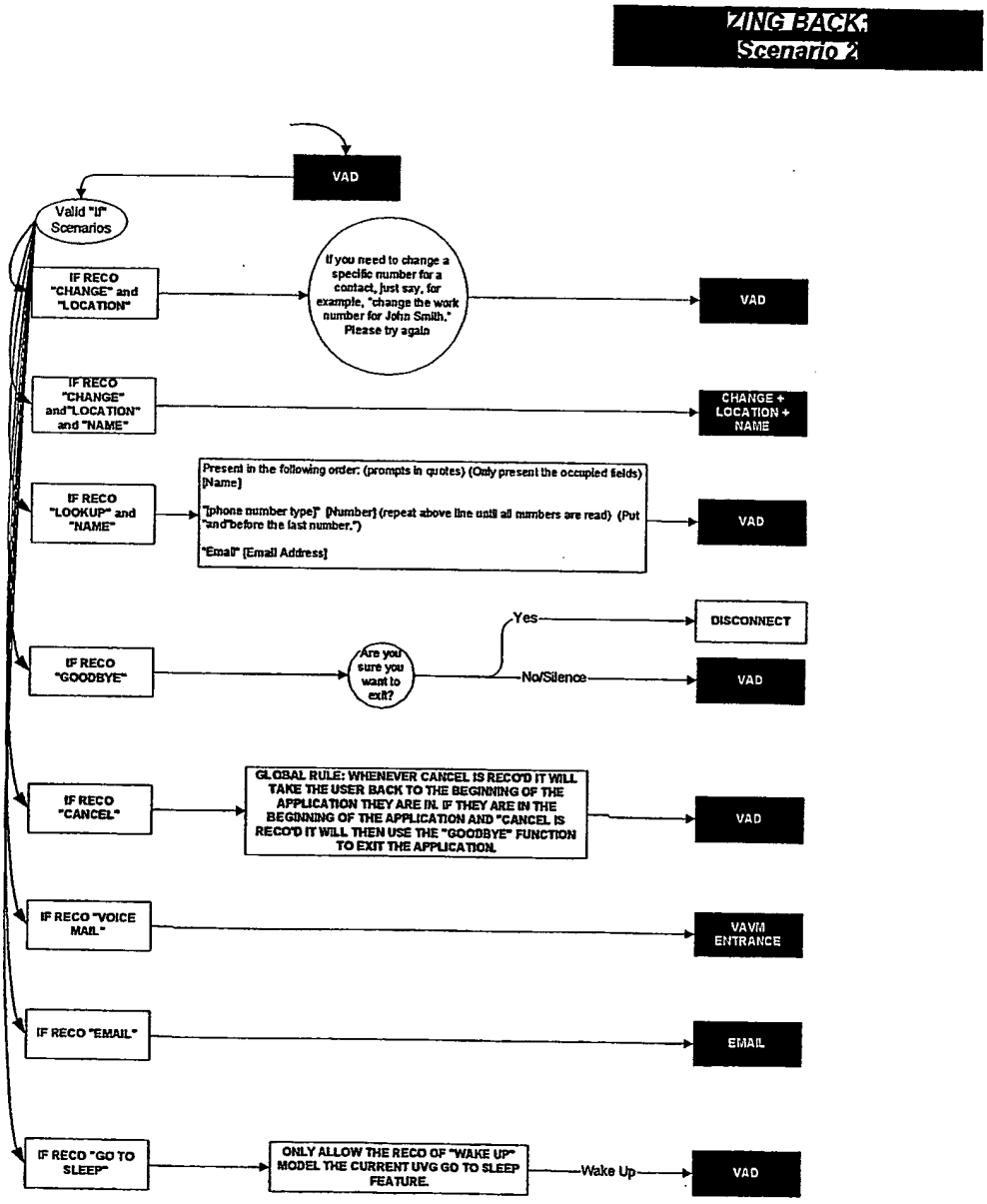
ZING BACK
Scenario 2
VAD
Valid "if" Scenarios
IF RECO "CHANGE" and "LOCATION"
If you need to change a specific number for a contact, just say, for example, "change the work number for John Smith." Please try again
VAD
IF RECO "CHANGE" and "LOCATION" and "NAME"
CHANGE + LOCATION + NAME
IF RECO "LOOKUP" and "NAME"
Present in the following order: (prompts in quotes) (Only present the occupied fields) [Name]
"[phone number type]" [Number] (repeat above line until all numbers are read) (Put "and" before the last number.")
"Email" [Email Address]
VAD
IF RECO "GOODBYE"
Are you sure you want to exit?
Yes
DISCONNECT
No/Silence
VAD
IF RECO "CANCEL"
GLOBAL RULE: WHENEVER CANCEL IS RECO'D IT WILL TAKE THE USER BACK TO THE BEGINNING OF THE APPLICATION THEY ARE IN. IF THEY ARE IN THE BEGINNING OF THE APPLICATION AND "CANCEL IS RECO'D IT WILL THEN USE THE "GOODBYE" FUNCTION TO EXIT THE APPLICATION.
VAD
IF RECO "VOICE MAIL"
VAVM ENTRANCE
IF RECO "EMAIL"
EMAIL
IF RECO "GO TO SLEEP"
ONLY ALLOW THE RECO OF "WAKE UP" MODEL THE CURRENT UVG GO TO SLEEP FEATURE.
Wake Up
VAD

FIGURE 23

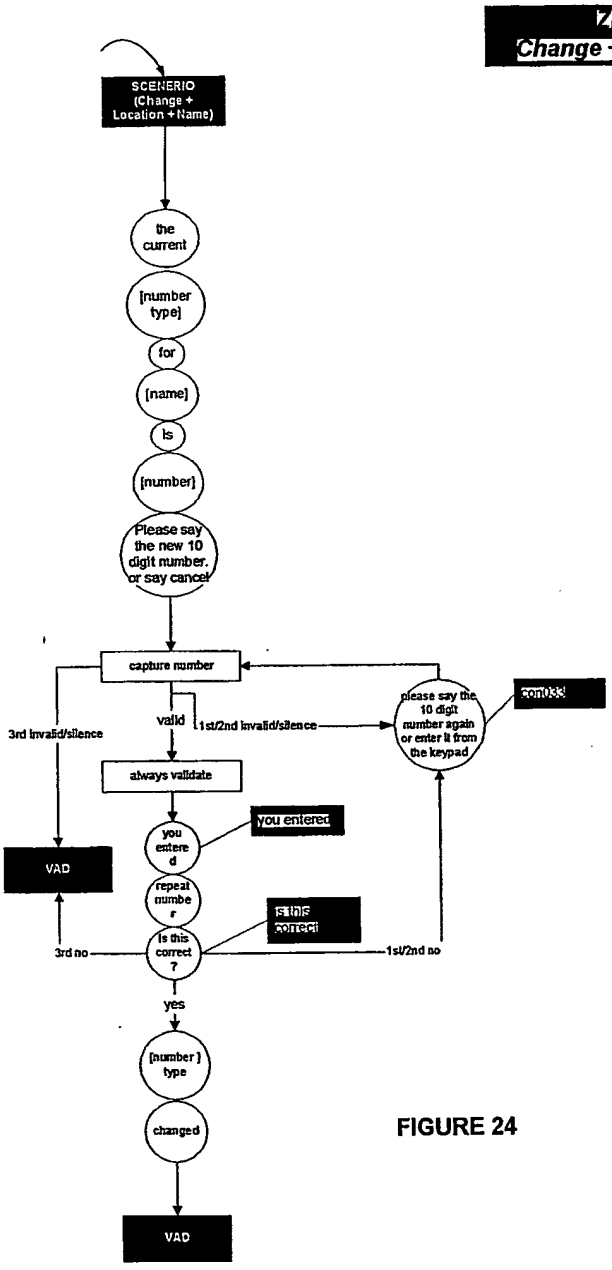
ZING BACK:
Change + Location + Name
SCENERIO (Change + Location + Name)
the current
[number type]
for
[name]
is
[number]
Please say the new 10 digit number, or say cancel
capture number
valid
1st/2nd invalid/silence
3rd invalid/silence
please say the 10 digit number again or enter it from the keypad
always validate
you entered
you entered
VAD
repeat number
is this correct
Is this correct ?
3rd no
1st/2nd no
yes
[number] type
changed
VAD

FIGURE 24

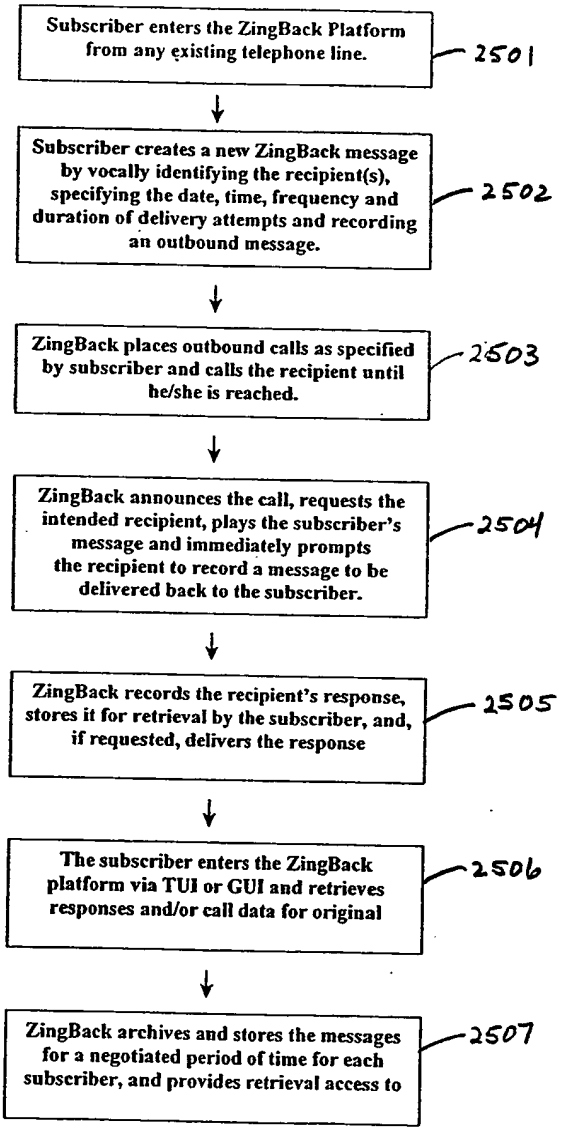
Subscriber enters the ZingBack Platform from any existing telephone line.
2501
Subscriber creates a new ZingBack message by vocally identifying the recipient(s), specifying the date, time, frequency and duration of delivery attempts and recording an outbound message.
2502
ZingBack places outbound calls as specified by subscriber and calls the recipient until he/she is reached.
2503
ZingBack announces the call, requests the intended recipient, plays the subscriber's message and immediately prompts the recipient to record a message to be delivered back to the subscriber.
2504
ZingBack records the recipient's response, stores it for retrieval by the subscriber, and, if requested, delivers the response
2505
The subscriber enters the ZingBack platform via TUI or GUI and retrieves responses and/or call data for original
2506
ZingBack archives and stores the messages for a negotiated period of time for each subscriber, and provides retrieval access to
2507

FIGURE 25

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